

***AMERICANS
WITH
DISABILITIES
ACT***

***SELF-EVALUATION
AND
TRANSITION PLAN***



***Washington State Parks
and Recreation Commission
7150 Cleanwater Lane
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PREFACE

Cleve Pinnix
Director

Washington State is famous for its forests, waterways, stunning views of mountains, and its outdoor lifestyle. Washington State Parks play a critical role in delivering recreation services to the public and in preserving the natural and historic features of our state.

Part of the mission of the Washington State Parks and Recreation Commission is to foster outdoor recreation and education statewide, provide enjoyment and enrichment for all, and a valued legacy to future generations.

Through enactment of landmark federal legislation, the Americans with Disabilities Act of 1990 (ADA), we are more than ever before focusing our energies on ensuring that persons with disabilities have access to this agency's facilities, programs, services, and activities.

We are proud of the quality of our parks and our programs. We know we can do more, especially to ensure access. Completion of the enclosed Self-Evaluation and Transition Plan helps to identify for us and for you what we need to do to remove barriers to access.

We are especially pleased with the assistance we have received from persons with disabilities in developing the Self-Evaluation and Transition Plan. Their advice was an essential component in ensuring practical understanding of the needs of persons with disabilities and application of the requirements of ADA. We hope they and others with disabilities will work with us in the future to provide greater access to our parks and our programs.

We recognize the Self-Evaluation and Transition Plan are merely steps in a never ending process of providing access. We need your comments on this document. We need your thoughts, ideas, and concerns about access to this agency's facilities and programs that in some way may go beyond this document. Thank you for your interest in reviewing this material.

TABLE OF CONTENTS

	<u>PAGE</u>
Policy	1
Our Commitment	2
Persons with Disabilities/Organizations Assisting with Self-Evaluation and Transition Plan	3
Self-Evaluation Methodology	5
Facility Evaluation Methodology	16
Transition Plan	19
 EXHIBITS	
Exhibit A Nondiscrimination Notice	23
Complaint Procedure	24
Exhibit B Washington State Parks' Organizational Chart	26



***WASHINGTON STATE PARKS
POLICY***

- - - - -

***OUR
COMMITMENT***



WASHINGTON STATE PARKS AND RECREATION COMMISSION

AMERICANS WITH DISABILITIES ACT OF 1990 POLICY

1. Purpose
 - 1.1 To recognize that the Congress of the United States of America has passed the Americans With Disabilities Act of 1990 (ADA) which intends to eliminate discrimination against people with disabilities in all aspects of American life.
 - 1.2 To recognize that the Americans With Disabilities Act of 1990 requires units of state and local government to comply with the provisions set down by the Act, and that these provisions include employment, providing government services through facilities or programs, public transportation, public accommodations and telecommunication opportunities for Americans with disabilities.
2. Reference
 - 2.1 Americans With Disabilities Act of 1990.
3. Definition
 - 3.1 Person with Disability – An individual who 1) has a physical or mental impairment which substantially limits one or more of such person’s major life activities; 1) has a record of such impairment; or 3) is regarded as having such an impairment.
4. Policy
 - 4.1 The Washington State Parks and Recreation Commission shall not discriminate on the basis of disability in any employment action nor in providing park and recreation services to the public.
 - 4.2 The Washington State Parks and Recreation Commission will work toward full compliance, both in the spirit and to the letter of the provisions set down in the Americans With Disabilities Act.
 - 4.3 The Washington State Parks and Recreation Commission will complete a self-evaluation and transition plan identifying and describing all structural or programmatic changes that will occur in order to meet the ADA requirements. The evaluation and plan will be completed by June 30, 1993.
 - 4.4 The Washington State Parks and Recreation Commission will develop a procedure to oversee ADA compliance, handle complaints, seek comments from interested groups and individuals, and work toward implementing the ADA transition plan.

Adopted by the Washington State Parks and Recreation Commission January 29, 1993.

OUR COMMITMENT

Understanding and implementing the intent and requirements of the Americans with Disabilities Act of 1990 (ADA) resulted in a significant commitment of Parks staff time. Two major efforts were started in late summer/early fall of 1992. First we concerned ourselves with ADA training for Parks' staff. An intensive program was produced by our personnel office to provide a four hour ADA training program with special emphasis on disability awareness and sensitivity. All full-time and career seasonal employees, as well as the State Parks' Commission, participated in one of the 12 training programs conducted around the state. As a result of this training, agency employees and the Commission gained an appreciation of and instilled a positive commitment toward the implementation of the ADA for Parks' employees, potential employees, and for park visitors. Preparation and presentation of this training represented an investment in over 140 hours of staff time, as well as 1,600 hours of participant time. In addition, as the first step in identifying essential functions for State Parks' jobs, all 335 park aide classification questionnaires were rewritten prior to the start of the 1993 summer season.

Our second major effort was the evaluation of all public use facilities and preparation of a transition plan for bringing them into compliance with the ADA. We started by analyzing the processes used by some other federal, state, and local agencies, picked the best parts and added others to create a system tailored to the unique needs of our widespread state park system. A key point was another training program to teach field staff to collect the data. We felt that by training ourselves to conduct our own facilities inventory, we would develop a higher level of Parks staff sensitivity to persons with disabilities, develop a clearer understanding of park visitor needs and ADA requirements at the park level, and consequently we would channel greater focus and energy toward upgrading our facilities.

This process to identify what we needed to do to train our employees and remove barriers to access consumed approximately 9,000 hours of staff time valued at nearly \$190,000 of direct and indirect costs. This was our investment to embrace the intent, requirements, and opportunities of ADA.

An additional benefit of the process was the increased agency-wide teamwork that evolved. We challenged ourselves to create an efficient and effective method of managing a complex project crossing division lines and covering every level of employee classification. Historical lines of communication changed to become more direct as need dictated. Cooperation between divisions was ready and positive at all times and will continue as we complete the self-evaluation for our programs and services as identified in the enclosed "self-evaluation review form."

Future commitment means training new employees and removing barriers to facilities. There will be easy and not so easy fixes. Easy fixes (or small scale projects) are already happening and will continue as Parks' staff find the opportunity and resources. Very expensive, large scale, or sophisticated projects typically are completed through the capital budget process. The transition plan summary, which appears later in this document, reflects all the facility work that needs to be done and the cost to do the job.

***PERSONS WITH
DISABILITIES/ORGANIZATIONS
ASSISTING WITH
SELF-EVALUATION
AND
TRANSITION PLAN***



**STATEWIDE REVIEW AND ADVISORY TEAM
ASSISTING WITH
SELF-EVALUATION AND TRANSITION PLAN**

VOLUNTEERS

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STATE PARKS STAFF

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Dave Schwab
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Bruce Beyerl
Olmstead Place State Park

Ed Gianini
Equipment Shop

Dwayne Ratliff
Marine Crew (Cornet Bay)

Jim Farmer
Fort Worden State Park

Mark Perry
Mount Spokane State Park

Jay Turner
Resources Development

Tom Boyer
Resources Development

PERSONS WITH DISABILITIES
ASSISTING WITH
SELF-EVALUATION AND DEVELOPMENT AND REVIEW OF MATERIALS

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***SELF-EVALUATION
REVIEW FORM***



**STATE OF WASHINGTON
AMERICANS WITH DISABILITIES ACT
SELF-EVALUATION REVIEW FORM**

AGENCY: *Washington State Parks and Recreation Commission*
DIVISION:
PROGRAM:
LOCATION OF PROGRAM: *Agency Offices, Facilities, Services, and Programs Statewide*

BRIEF DESCRIPTION OF PROGRAM: *Provides Parks and Recreation facilities, programs, and services to the public.*

AGENCY ADA COORDINATOR:

Signature:

Name: *James E. Horan*
Title: *Winter Recreation Administrator*

ADDRESS: *P.O. Box 2662, Olympia, WA 98504*

TELEPHONE: *(206) 586-1253*
SCAN 321-1253

PERSON COMPLETING FORM:

Signature:

Name: *Cleve Pinnix*
Title: *Director*

ADDRESS: *P.O. Box 2650, Olympia, WA 98504*

TELEPHONE: *(206) 753-5757*
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OFFICE ADDRESS WHERE FORM IS ON FILE: *7150 Cleanwater Lane, P.O. Box 42650, Olympia, Washington 98504-2650*

TELEPHONE: *(206) 586-1253*
SCAN 321-1253

NOTE: Attach to this document a list of the names of persons with disabilities, organizations, and their addresses who provided assistance or comments to the self-evaluation process along with a summary of their suggestions. The agency must keep this completed form on file at least until January 26, 1996. A copy of the completed front page only must be sent to:

Office of Financial Management
Executive Policy Division
100 Insurance Building
PO Box 43113
OLYMPIA WA 98504-3113

QUESTIONS – GENERAL PROCEDURES	YES	NO	IF “NO,” ACTION/DUE DATE
A1. Are persons with disabilities and/or persons from organization representing persons with disabilities consulting with the agency during the self-evaluation process? <u>If “no,” the agency must contact persons and organizations to assist in the evaluation process.</u>	✓		NOTE: Several persons with disabilities have assisted agency with development of the Self-Evaluation and Transition Plan.
A2. Has the agency established methods for ensuring that public comments are considered, and if necessary, acted upon during the self-evaluation process? <u>If “no,” the agency must develop a procedure to consider and act upon public comments about the evaluation process.</u>	✓		NOTE: Self-Evaluation and Transition Plan have been distributed to persons and/or organizations representing persons with disabilities for comment through news release to media. Public has been invited to comment.

QUESTIONS – GENERAL NOTIFICATION	YES	NO	IF “NO,” ACTION/DUE DATE
Providing Notification			
B1. Through the use of brochures, handouts, posters, etc., does the agency notify employees and recipients of agency services of the agency’s policy against discrimination? <u>If “no,” the agency is required to publicize a notification process.</u>	✓		NOTE: Brochures, publications, posters updated when reprinted.
B2. Does the agency have special procedures to assure that its notice of non-discrimination is accessible to individuals with disabilities? <u>If “no,” the agency must take steps to make notices accessible to persons with disabilities.</u>	✓		NOTE: Notice distributed to persons with disabilities and organizations representing persons with disabilities.
B3. Does the agency’s non-discrimination notice contain information about how to file a complaint? <u>If “no,” the notice must be revised to contain this information.</u>	✓		

QUESTIONS – NOTIFICATION	YES	NO	IF “NO,” ACTION/DUE DATE
B4. Has the agency’s non-discrimination policy been communicated to all staff and recipients of services? <u>If “no,” the agency must devise a system to advise all current and future employees and service recipients that the agency does not discriminate in employment or in providing services and benefits.</u>	✓		All employees received a half-day training which included a discussion of agency ADA policy.
B.5 Has the agency taken steps to ensure that the staff fully understand the agency’s policy of non-discrimination and can take all appropriate steps to facilitate the participation of persons with disabilities in agency programs and employment opportunities? <u>If “no,” the agency must establish a mechanism to ensure that staff understand their responsibility not to discriminate in employment or service delivery systems.</u>	✓		The half-day workshop also included interviewing skills and sensitivity training.
Complaints Process			
B6. Has the agency identified the employee who will be responsible for receiving and processing discrimination complaints? <u>If “no,” the agency must identify this person.</u>	✓		
B7. Has the agency adopted the non-discrimination complaint policy and investigation/resolution process? <u>If “no,” such a procedure must be developed.</u>		✓	Draft attached.
Policy Statements and Practices			
B8. Has the agency reviewed documents (agency brochures, publications, booklets, posters) to see if policy statements about non-discrimination are included? <u>If “no,” review all documents with the self-evaluation team and make any necessary changes.</u>		✓	Review currently being conducted. Will be completed as documents reprinted.

QUESTIONS – NOTIFICATION	YES	NO	IF “YES,” ACTION/DUE DATE
B9. Does the agency have policies or criteria that have a direct or indirect effect of excluding or limiting the participation of people with disabilities in agency programs and activities? <u>If “yes,” the agency must modify its policies or criteria.</u>		✓	

QUESTIONS – USE OF CONTRACTORS	YES	NO	IF “NO,” ACTION/DUE DATE
C1. Has the agency taken steps to ensure that appropriate personnel understand the ADA requirements as they apply to contractors? <u>If “no,” the agency must take steps to ensure that appropriate personnel understand the ADA requirements as they apply to contractors.</u>		✓	Agency reviewing types of agency contracts to ensure ADA requirements.
C2. Has the agency included language in its contracts to ensure that contractors are aware of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of the agency? <u>If “no,” steps must be taken to include ADA related language in all contracts.</u>		✓	Interim language to be adopted by December 31, 1993. Final language to be adopted by June 30, 1994.
C3. Has the agency developed a procedure to disseminate information about ADA requirements to contractors? <u>If “no,” the agency must establish a procedure.</u>		✓	Procedure to be established by June 30, 1994.

QUESTIONS – ACCESSIBILITY OF FACILITIES AND PROGRAMS	YES	NO	IF “NO” ACTION/DUE DATE
D1. Has the agency evaluated its buildings or facilities to identify any access barriers? <u>If “no,” use attachment 2 of this form, “A Quick Look Accessibility Checklist,” to do so.</u>	✓		Transition Plan is attached.
D2. Has the agency developed a procedure to assess the delivery system for its programs, services, and activities to ensure that they are accessible and available to persons with disabilities? <u>If “no,” the agency must establish a procedure.</u>		✓	Agency will develop standards to assess delivery system by June 30, 1994. Agency will complete delivery system assessment by December 31, 1994.
D3. Has the agency developed and disseminated ADA program accessibility requirements to service providers? <u>If “no,” the agency must do so.</u>		✓	No applicable.

-9-

QUESTIONS – TRANSPORTATION	YES	NO	IF “NO,” ACTION/DUE DATE
E1. Does the agency provide or contract for transportation services? <u>If the answer is “yes,” complete the following questions. If the answer is “no,” go on to the next section.</u>		✓	
E2. Does the agency or contractor have procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner and an accessible form? <u>If “no,” the agency or contractor must develop procedures.</u>		✓	Not applicable.
E3. Does the agency or contractor have text telephones or relay service which can provide information with no delay nor additional cost to persons with disabilities? <u>If “no,” the agency must make these provisions.</u>	✓		TDDs installed June 1993 in headquarters, regional offices, and Fort Worden State Park.

QUESTIONS – TRANSPORTATION	YES	NO	IF “NO,” ACTION/DUE DATE
E4. Does the agency or contractor provide comprehensive training and testing to assure employees are fully qualified to serve passengers with disabilities? <u>If “no,” the agency or contractor must develop training and testing procedures.</u>		✓	Not applicable.
E5. Does the agency or contractor have a policy which requires regular and frequent checks of lifts, as well as other access-related equipment or vehicles? <u>If “no,” the agency or contractor must develop and implement a policy.</u>		✓	Not applicable.

QUESTIONS – UNDUE FINANCIAL AND ADMINISTRATIVE BURDENS	YES	NO	IF “NO,” ACTION/DUE DATE
F1. Has the agency established a procedure for ensuring that decisions about undue financial and administrative burdens are made properly and expeditiously? <u>If “no,” the agency must establish a procedure.</u>		✓	Agency will establish procedure by December 31, 1993.

QUESTIONS – TELEPHONE COMMUNICATIONS	YES	NO	IF “NO,” ACTION/DUE DATE
G1. Does the agency have a procedure for communicating effectively over the telephone with persons with hearing impairments or deafness? <u>If “no,” the agency must establish a procedure.</u>	✓		
G2. Have TDD numbers or telephone relay numbers been added to all agency directories, pamphlets, brochures, letterhead, etc? <u>If “no,” the agency must add these numbers to all directories, pamphlets, etc.</u>		✓	TDD numbers will be added as directories, etc. are reprinted.

QUESTIONS – TELEPHONE COMMUNICATIONS	YES	NO	IF “NO” ACTION/DUE DATE
G3. If the agency uses “1-800” toll-free incoming telephone service in its program or automated voice messaging, has the agency taken steps to ensure that these services are usable by persons with deafness or hearing or speech impairments? <u>If “no,” the agency must ensure that the “1-800” and automated voice messaging services are accessible.</u>			Not applicable.
G4. Has the agency taken steps to familiarize the appropriate staff with the operation of TDDs and other effective means of communicating over the telephone with persons with deafness or hearing or speech impairments? <u>If “no,” it is advisable to provide staff training.</u>	✓		

QUESTIONS – DOCUMENTS AND PUBLICATIONS	YES	NO	IF “NO,” ACTION/DUE DATE
H1. Does the agency have a procedure for making documents available in alternate formats? <u>If “no,” the agency must develop this procedure.</u>		✓	Agency will develop procedures by December 31, 1993.
H2. Has the agency reviewed public documents to eliminate patronizing or stigmatizing language and images? <u>If “no,” the agency must make this review and make appropriate changes. It is advisable to instruct employees on using positive language and images to portray persons with disabilities when preparing public documents.</u>		✓	Agency will review public documents by June 30, 1994.

QUESTIONS – INTERPRETERS, ASSISTIVE DEVICES, OTHER AIDS	YES	NO	IF “NO” ACTION/DUE DATE
I1. Does the agency have a procedure to ensure that qualified interpreters are provided in an expeditious manner when requested in advance at meetings, interviews, conferences, or public appearances by agency officials and hearings? <u>If “no,” the agency must develop this procedure.</u>		✓	Agency has interim procedure. Final procedure to be adopted by June 30, 1995.
I2. Are auxiliary aids available (or sources identified where they can be obtained) for persons with speech, vision, or hearing impairments to ensure effective participation in a program or activity? <u>If “no,” the agency is required to establish relevant procedures to obtain and use auxiliary aids when needed.</u>		✓	Same as I1.

-12-

QUESTIONS – EMERGENCY EVACUATION	YES	NO	IF “NO,” ACTION/DUE DATE
J1. Does the building have a fire alarm system? <u>If “yes,” does it include both visible and audible signals? If the answer to either one of these questions is “no,” complete the next two questions.</u>		✓	
J2. Does the agency have a procedure to notify persons with hearing or vision impairments in case of an emergency? <u>If “no,” the agency must establish evacuation procedures to notify these persons in an emergency.</u>		✓	Agency will establish headquarters procedure by December 31, 1993 and for all other agency buildings by June 30, 1994.
J3. Does the agency have a procedure to inform all employees with blindness or vision impairments on evacuation routes during an emergency? <u>If “no,” the agency must provide training and ensure that it is included in new employee orientations.</u>		✓	Agency will complete training by July 31, 1994.

QUESTIONS – EMERGENCY EVACUATION	YES	NO	IF “NO,” ACTION/DUE DATE
J4. Does the building have an area near or within a stair landing or enclosure that could accommodate a wheelchair without blocking the path of other people exiting the building? <u>If “no,” the agency must establish evacuation procedures that will identify how persons in wheelchairs can safely exit floors above the first floor during an emergency.</u>	✓		Any that may not have been evaluated in the Self-Evaluation and incorporated in the Transition Plan as needing such a space.

QUESTIONS – EQUIPMENT ACQUISITION/ADAPTATION	YES	NO	IF “NO,” ACTION/DUE DATE
K1. Does the agency purchase office equipment that can be readily and cost-effectively modified for people with disabilities? <u>If “no,” the agency must adopt a policy for purchasing office equipment.</u>		✓	Agency has interim policy. Agency will adopt final policy by June 30, 1994.

QUESTIONS – EMPLOYMENT	YES	NO	IF “NO,” ACTION/DUE DATE
L1. Has the agency reviewed the following areas to assure that the agency does not discriminate against persons with disabilities? <u>If “no,” the agency must modify its procedures. Contact the personnel officer/affirmative action officer for guidance.</u>			
Recruitment advertising	✓		
Processing of applications	✓		
Employment testing	✓		

QUESTIONS – EMPLOYMENT	YES	NO	N/A	IF “NO” ACTION/DUE DATE
Hiring, upgrading, promotion, demotion, transfer, layoff, termination, rehiring	✓			
Rates of pay or any other form of compensation and changes in compensation	✓			
Job assignments	✓			
Job classifications	✓			
Organizational structures	✓			
Leaves of absence, sick leave, or any other leave	✓			
Selection and financial support for training, professional meetings, conferences and other related activities	✓			
Agency-sponsored social and recreational programs	✓			
Health and insurance benefits	✓			
Additional Employment Questions	YES	NO	IF “NO,” ACTION/DUE DATE	
L2. Does this agency have a procedure for responding to requests for accommodations to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee? <u>If “no,” the agency must adopt a procedure to respond to a request for accommodation. This procedure must include an explanation of the agency’s process to determine undue hardship.</u>	✓			

**FACILITY
EVALUATION
METHODOLOGY**



Additional Employment Questions	YES	NO	IF "NO" ACTION/DUE DATE
L3. Does the agency offer training to hiring managers and supervisors on complying with ADA requirements for employment practices? <u>If "no," the agency must specify how it will provide this training.</u>	✓		Training was given to all full-time and career seasonal employees.

FACILITY EVALUATION METHODOLOGY

The Main Steps

State Parks facility evaluation for compliance with the Americans With Disabilities Act (ADA) involved three main steps:

1. Developing the evaluation criteria
2. Data gathering.
3. Prioritizing projects.

All of these steps have involved active participation by persons with disabilities. In the beginning, over 140 letters were sent to individuals with disabilities and organizations representing persons with disabilities. From respondents, a statewide review and advisory team (team) of 21 persons was established. The team included both persons with disabilities and personnel from within our agency. Both mobility and vision disabilities were represented on the team. No one with hearing or other disabilities responded to our request for participation.

Evaluation Criteria

The team's first task was to help us establish evaluation criteria. Criteria was developed in the form of checklists to evaluate over 20 types of park facilities. These included common categories such as buildings, parking areas and routes of travel. We also developed criteria for categories unique to parks such as picnic areas, campgrounds, beaches and trail systems in preparing our checklists.

We drew on information from the City of Mountlake Terrace and Clallam County, the states of Oregon and Wisconsin, and the States Organization for Boating Access. We also relied on information from the ADA Title II Action Guide (written by Adaptive Environments Center, Inc. funded by the U.S. Dept. of Education, National Institute on Disability and Rehabilitation Research). Extensive reference was made to the Americans With Disabilities Act Accessibility Guidelines and the Uniform Federal Accessibility Standards. Finally, for certain facilities not fully covered in the above listed sources, we relied on the draft Design Guide for Accessible Outdoor Recreation (prepared by the USDA Forest Service, Pacific Northwest Region). Our draft version of the checklist was reviewed by the team and their comments were included in the final version.

Data Gathering

To do a good job gathering data it was essential that we be sensitive to the true needs of park users with disabilities and do a consistent job throughout the state system. Prior to beginning data gathering, an intensive half day training session was given to all agency personnel who would participate in the program. This helped ensure that data was gathered in a consistent manner throughout the state. We were fortunate to have the assistance of persons with disabilities in developing our training materials. A special video presentation, developed by

State Parks staff for use in the training, included a number of examples of persons in wheelchairs attempting to get around through several state park facilities. These real life examples made a big impression on Parks staff. Feedback throughout the data collection process showed that the contributions of our citizens with disabilities had a real impact on park personnel.

Supervision of Washington State Parks operations is currently divided into four administrative areas (regions) distributed geographically throughout the state. Following data collection at the individual park level, all information was reviewed at the region office to further ensure consistency with both the format and intent of the self-evaluation criteria. All information was subsequently reviewed by a small team at headquarters prior to being entered into the agency ADA Facility Evaluation data base. These multiple levels of review ensured that the final product was consistent statewide and that priorities reflected the statewide needs expressed by the advisory team.

Prioritizing Projects

The advisory team was again consulted as we prepared to prioritize the several thousands of projects developed through the self-evaluation process. After considering a number of different methods of prioritizing projects, consensus of the team was that projects should be prioritized by category. This means that the most important category project will be done in all parks statewide before working down the list to the next category. The first three categories, in priority order, are:

1. Provide one accessible restroom in each state park.
2. Provide accessible day use facilities in all appropriate state parks.
3. Provide accessible camping facilities in all appropriate state parks.

Related project categories such as parking, routes of travel, fountains and other necessary items are included in the projects. In this way, these three major categories include most of the high priority projects for State Parks. Following these, other projects such as trails, amphitheaters, interpretive facilities, fishing facilities and beach accesses will be made accessible. The actual prioritization of the 23 categories (the category other was not prioritized) is as follows:

- | | |
|---------------------------------|---------------------------|
| 1. Restrooms | 12. Ramps |
| 2. Parking | 13. Trails |
| 3. Picnic | 14. Telephones |
| 4. Campground | 15. Shower/Dressing Areas |
| 5. Route of Travel | 16. Play Areas |
| 6. Buildings | 17. Amphitheaters |
| 7. Entry Ways | 18. Interpretive Programs |
| 8. Information & Pay Stations | 19. Fish Shore/Bank |
| 9. Vault/Pit Toilets | 20. Swimming Beaches |
| 10. Fountains in Day Use Areas | 21. Elevators |
| 11. Fountains in & on Buildings | 22. Floats |

The types of projects that turned up in our evaluation ranged from simple, inexpensive modifications to existing facilities to construction of new facilities, in cases where modification of existing facilities is not feasible. With appropriate funding of materials it is feasible that we could begin the least complex projects with existing park staff. Moderately complex projects which require special skills or equipment will be addressed by our Planned Maintenance Program. Major facilities work that meets the appropriate criteria will be funded through the State Parks Capital Program.

Action To Be Taken

Efforts to correct the small scale projects have already begun. On-site park personnel are taking immediate action with whatever resources they have available to make those improvements they are able to. The Planned Maintenance Program may be able to make significant progress on intermediate scale projects throughout the upcoming 1993-95 biennium. Capital projects will be started in the 1993-95 biennium as funding is made available.

The significant total cost of necessary capital improvements will require this program to continue into the future at a rate governed by available funding. It is anticipated that the reestablishment of a viable Washington State Parks Washington Conservation Corps Program will also assist with accessibility improvements. As well as projects specifically designed to improve accessibility, accessibility improvements will be incorporated in all future major renovation and remodeling projects.

TRANSITION PLAN



TRANSITION PLAN

The State Parks ADA Transition Plan outlines the work and costs needed to bring State Parks facilities into compliance with the ADA. The work includes small scale projects, intermediate scale projects, and capital projects. Our current estimates show the entire program would require approximately \$25.7 million to complete, if it could be done in the 1993-1995 biennium. This transition plan summary accounts for approximately 3,300 individual project elements that currently make up the data base of active projects. An active project is defined as a public use facility that is not currently in compliance and that is feasible to bring into compliance. During the facility inventory, approximately 1,100 additional facilities were found to either be currently in compliance or unfeasible to upgrade.

Although all the individual project elements are accounted for on the transition plan summary, not all are handled the same way due to time constraints. The first 11 priorities, including 9 phases of basic restroom access improvements and two phases of access improvements at the Fort Worden Conference Center, are inclusive. That means that all related work, such as parking and routes of travel, has been added to the basic facility to make a completely accessible end product. Request 014 for basic campsite access improvements is partly inclusive, since we have combined camp area restroom facilities with campsite work. There may, however, be additional work that should be done in the campground to make it completely accessible.

The rest of the requests are listed by category in the order that was established as discussed in the methodology section. It is unlikely that any individual element from one of the remaining requests would be developed alone. Rather, one would normally combine a basic facility with parking, route of travel and other related work to make a cost effective project.

We heard over and over that basic restroom facilities are by far the most important facilities to make accessible. Accordingly, 9 of the first 11 project requests are for basic restroom access improvements. The term “basic” means we are dealing with the single most reasonable restroom to make accessible at each state park. Parks were prioritized within geographic areas of the state. The plan was then assembled by taking the first priority park from each of the five geographic areas, followed by the second priority in each area, etc. The first 9 phases of basic restroom access improvements will cover the top 51 parks in the state park system.

Included in the top 11 priorities are two projects for improving access at the Fort Worden Conference Center. This unique facility annually hosts tens of thousands of visitors for retreats, music camps, fair and many other major regional events. Providing barrier free access is essential for the ongoing operation of this facility of statewide significance.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
001	Basic Restroom Access Improvements – Phase 1	302,500
002	Basic Restroom Access Improvements – Phase 2	286,200

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
003	Fort Worden – Phase 1	328,700
004	Basic Restroom Access Improvements – Phase 3	289,300
005	Basic Restroom Access Improvements – Phase 4	277,900
006	Basic Restroom Access Improvements – Phase 5	246,800
007	Basic Restroom Access Improvements – Phase 6	310,100
008	Basic Restroom Access Improvements – Phase 7	357,900
009	Fort Worden – Phase 2	218,700
010	Basic Restroom Access Improvements – Phase 8	133,600
011	Basic Restroom Access Improvements – Phase 9	215,900

The project for basic restroom access improvements in 71 parks (priority #12) will complete the goal of providing one accessible restroom in each state park. The cost shown for this project does not, include parking, routes of travel and other related facilities. It is estimated that this would require approximately an additional 20 percent, for a total project cost of about \$2 million.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
012	Basic Restroom Improvements in 71 Parks	2,038,800

The project for basic picnic site access improvements (priority #13) includes only work at the picnic site itself. Parking, routes of travel, fountains and other related facilities will need to be added to these costs as necessary to create complete projects. Completing this project with necessary related facilities would provide one accessible picnic area in each appropriate state park.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
013	Basic Picnic Site Access Improvements in 97 Parks	794,100

Camping was the third most requested facility to provide access to. The project to provide basic campsite access improvements (priority #14) will provide at least one accessible campsite and camp area restroom in each camping park. Additional accessible facilities such as fountains, trails and information/pay facilities are not included in the project cost.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
014	Basic Campsite Access Improvements in 78 Parks	3,469,800

The basic public use building access improvements project (priority #15) will make direct building modifications to the most important public use buildings in the state park system. As with many other projects, related work required to make the building completely accessible is not included.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
015	Basic Public Use Building Access Improvements	594,900

Following the basic projects and the third and final phase of Fort Worden Conference Center access improvements (priority #16), the plan lists a series of eight different facility types (priorities 17 – 24). These are listed in priority order as established earlier in the process. The information/pay stations, drinking fountains, trails, play areas, interpretive facilities, fishing facilities, swim areas and piers and floats make up the bulk of the related facilities often referred to above. Although some of these project elements can stand alone, it is anticipated that many of these eight categories will be combined with other work at a given site to create cost effective projects that provide a reasonable group of inter-related accessible facilities.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
016	Fort Worden – Phase 3	238,900
017	Information/Pay Stations Access Improvements	287,600
018	Drinking Fountains Access Improvements	562,700
019	Trails Access Improvements	764,100
020	Play Areas Access Improvements	281,900
021	Interpretive Program Access Improvements	377,800
022	Fishing Facility Access Improvements	543,200
023	Swim Areas Access Improvements	302,200
024	Piers/Float Access Improvements	1,530,100

Following these projects are four projects listed as supplemental (priorities 25 – 28). Up to this point, our efforts have typically provided a single facility or area of each type in a given park. Although certainly an improvement over having no accessible facilities, this still limits persons of disabilities to certain areas of the park. Ideally, all feasible facilities should be made accessible. These four supplemental projects for restrooms, picnic areas, campsites and buildings will provide access to additional feasible facilities in all state parks.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
025	Supplemental Restroom Access Improvements	4,711,900
026	Supplemental Picnic Area Access Improvements	354,000
027	Supplemental Campsite Access Improvements	386,500
028	Supplemental Public Use Building Access Improvements	2,345,600

When combined with the remaining necessary related facilities from the parking, routes of travel, unclassified and other categories (priorities 29 – 31), this will provide the maximum amount of barrier free access feasible for the entire state park system.

<u>Priority Number</u>	<u>Project Name</u>	<u>Cost</u>
029	Parking Access Improvements	1,073,400
030	Route of Travel Access Improvements	1,900,300
031	Unclassified Access Improvements	183,000

TOTAL ACCUMULATED COST

25,708,400

This will complete the program to provide as much access as possible to State Parks for persons of all levels of ability. This complete transition plan complies with both the letter and intent of the Americans With Disabilities Act as well as the State Parks Commission's policy to make our parks accessible to all.

EXHIBIT A

NONDISCRIMINATION NOTICE

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COMPLAINT PROCEDURE



**WASHINGTON STATE PARKS AND RECREATION COMMISSION (PARKS)
COMPLAINT PROCEDURE FOR VIOLATIONS OF THE
AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)**

State Parks is committed to eliminating barriers to persons with disabilities and to providing equal access in all areas of employment, programs and services to the public. To that end, Parks has evaluated existing policies, procedures, services, programs, and facilities to determine where changes and modifications are needed to meet our commitment.

Despite these efforts, barriers may still exist or areas of employment and service to the public may need additional changes or improvement to be accessible to persons with disabilities. Parks would like to know, through the following complaint process, if you have experienced difficulty in accessing any of our public services and facilities, or in any employment situation.

To file a written complaint related to the Americans with Disabilities Act (ADA) with State Parks, please refer to the following guidelines and send your complaint to:

James Horan, ADA Coordinator
Washington State Parks
P.O. Box 42650
Olympia, WA 98504-2650
(206) 586-1253
TDD (206) 664-3133

ADA COMPLAINT GUIDELINES

To facilitate our investigation of your complaint, please include the following information:

1. Your name, phone number, and address with your signature.
2. A description of what has occurred or what areas of employment or public service need to be more accessible.
3. The date a specific incident occurred.
4. A list of policies, rules, or practices that appear to violate the ADA.
5. A description of any steps you have taken to resolve the issue(s) other than filing this complaint.
6. The action or decision you are requesting to resolve this complaint.

If you want additional ADA-related information relative to State Parks, please contact the ADA Coordinator at the above address.

PLEASE NOTE: Upon request of a complainant or their representative, Parks will endeavor to provide ADA-related information and the agency's ADA Complaint Procedure in an alternate format. Alternate formats could include Braille, large print, or audio.

TITLE: DISCRIMINATION COMPLAINT PROCEDURES

Update/replace 70-6

1. PURPOSE

- 1.1 To establish procedures to address complaints alleging discrimination on the basis of race, color, creed, national origin, sex, marital status, religion, age, sexual preference, or the presence of any sensory, mental, or physical disability, in any aspect of State Parks' service delivery or employment.

2. REFERENCES

- 2.1 Title VI and VII of the Civil Rights Act of 1964, as amended
- 2.2 Section 504 of the Rehabilitation Act of 1973, as amended
- 2.3 The Age Discrimination Act of 1975, as amended
- 2.4 The Age Discrimination in Employment Act of 1967, as amended
- 2.5 The Americans with Disabilities Act of 1990, as amended
- 2.6 Washington State Law Against Discrimination, RCW 49.60, as amended
- 2.7 Washington State Executive Orders 89-01 (Sexual Harassment), 93-03 (Reasonable Accommodation), and the Executive Order on Affirmative Action
- 2.8 Washington State Parks Administrative Policy 70-13 "Sexual Harassment"
- 2.9 Washington State Parks Administrative Policy 70-23 "Reasonable Accommodation"
- 2.10 Washington State Parks approved Affirmative Action Plan

3. PROCEDURES

- 3.1 Complaints alleging discrimination due to disability of failure to reasonably accommodate disability should be addressed to Parks' ADA coordinator:

James Horan
(206) 586-1253
Washington State Parks
7150 Cleanwater Lane #42650
Olympia, WA 98504-2650

- 3.2 Complaints alleging sexual harassment should be submitted in accordance with Parks' Sexual Harassment Policy.
- 3.3 All other complaints alleging discrimination in service delivery or employment should be submitted to the Chief, Employee Services:

Jan Miller
(206) 753-5760
Washington State Parks
7150 Cleanwater Lane #42650
Olympia, WA 98504-2650

- 3.4 Complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, and location, date and description of the problem. Alternative means of filing complaints, such as a personal interview or a tape recording of the complaint, will be made available for persons with disabilities, upon request.
- 3.5 Complaints will be acknowledged in writing within seven (7) days of their receipt. The acknowledgement will identify a point of contact and, where possible, will provide a reasonable time-frame for further response to the complainant.
- 3.6 Complaints will be investigated and addressed expeditiously and a written response will be provided to the complainant. This response will advise complainants of their right to submit grievances to the Washington State Human Rights Commission at (206) 753-0884, Voice, or (206) 753-6770, TDD, or:

402 Evergreen Plaza Building
711 South Capitol Way
Olympia, WA 98504-2490

EXHIBIT B

WASHINGTON STATE PARKS ORGANIZATIONAL CHART



ORGANIZATION CHART BY FUNCTION

